

Title: Utilization Management Clinician
Reports To: Senior Program Manager
Program: Behavioral Health, Utilization Management
Status & Wages: Non Exempt/Full Time/DOE
Date: November 2018

VOLUNTEERS OF AMERICA WESTERN WASHINGTON is a private, not-for-profit human service agency serving the needs of families, seniors and the disabled in Western Washington. Our successful track record of supporting those we serve and being on the leading edge of new and innovative programs makes us a leader among human service agencies in Western Washington. Come be a part of what we do and make a difference every day!

GENERAL FUNCTION:

Utilization Management Counselors provide clinical determination for medical necessity of inpatient psychiatric authorizations for consumers with Apple Health (Medicaid) benefits who reside in the counties of the North Sound Mental Health Administration (“NSMHA”). Utilization Management Counselors work in a call center and inpatient certifications are performed by telephone with no face-to-face contact with clients. This position requires a mental health professional who is able to communicate efficiently with various mental health professionals in the community and have strong documentation/writing skills.

PRINCIPAL ACTIVITIES:

- This position facilitates the utilization of psychiatric inpatient services to Apple Health (Medicaid) children and adults who reside in the 5 northern Western Washington counties
- Provides certification for medical necessity inpatient hospital admissions
- Initiates case review/consultation/team meetings for all Medicaid clients who highly utilize inpatient services
- Coordinates with hospitals to arrange an appropriate length of stay and discharge planning for clients
- Coordinates and facilitate access with allied systems for multi-need clients
- Complies with all charting, coding and billing procedures as required by regulatory agencies (i.e. Apple Health, NSMHA, HCFA, HIPPA and Volunteers of America Western Washington)
- Provides assistance/coverage in Triage Care Crisis Dept. when needed
- Provides assistance to Law Enforcement /911 Dispatchers with phone transfers of clients in crisis and/or needing emotional support

QUALIFICATIONS:

- Master’s degree in behavioral science, counseling or related field
- Two years of experience as a mental health professional working with priority populations
- Registered as a mental health counselor within 30 days of employment required; licensure in the State of Washington preferred
- Demonstrated understanding of the mental health regional system preferred
- Able to work in a busy, stressful environment
- Training or experience working with clients in crisis and/or emergency mental health situation preferred
- Suicide intervention training/ experience highly desired
- Strong clinical documentation skills
- Good computer skills and typing

If you wish to apply for this position, please email your cover letter and resume to: recruiter@voaww.org.

Utilization Management/Utilization Management Clinician

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